

SUMMARY OF SOUTH CAROLINA PUBLIC LIBRARY STANDARDS

The Standards Committee identified standards for South Carolina public libraries which are presented in summary form here for quick reference.

SECTION 1. GOVERNANCE, LEADERSHIP, AND FUNDING

- 1.1 Public libraries have a clear, legal basis for establishment, governmental organization, and financial support.
- 1.2 The library has a governing board to establish library policy.
- 1.3 The board has written policies to govern library operation.
- 1.4 The library has a written three (3) to five (5) year long range plan approved by its governing board.
- 1.5 The library conducts community studies and makes use of other needs assessment techniques to ensure community participation in the design and delivery of library service.
- 1.6 The library uses a variety of indicators and measures to determine the effectiveness of its services.
- 1.7 The library director provides leadership and communication to staff, library board, and local government.
- 1.8 The library receives its basic funding from the local governing unit.
- 1.9 The library has fiscal procedures and financial management practices consistent with generally accepted accounting practices of the governmental accounting standards board.
- 1.10 The library has established a Friends of the Library organization.
- 1.11 The library has established a foundation or endowment.

SECTION 2. HUMAN RESOURCES

- 2.1 The library board of trustees employs a qualified director.
- 2.2 The library has written human resources policies and procedures which are not in conflict with the policies established by the governing body of the county.
- 2.3 The library provides opportunities for ongoing training and continuing education for all employees of the library.

- 2.4 The library's staff reflects the population diversity of the geographic area served.
- 2.5 The library has achieved an appropriate number of staff with a master's degree from an ALA accredited library program to serve the number of people in the community and to support library priorities.
- 2.6 The library has staff trained in management and technology.
- 2.7 The library provides full-time equivalent (FTE) staff to service the number of people in the community and to support library priorities.
- 2.8 The library staff has salaries, benefits, and hours comparable to other community positions requiring similar education and experience.
- 2.9 Library customers receive helpful and courteous service from all library staff.
- 2.10 The library has a plan and develops policies to use volunteers to enhance service.

SECTION 3. ACCESS

- 3.1 The library has a plan to provide access to services to all residents of its legal service area.
- 3.2 The library provides access to library services within a safe environment.
- 3.3 The library is open during hours that are based on community needs.
- 3.4 At least one library in the system is open and provides on site access to at least as many hours per week as recommended for the population served.
- 3.5 The library provides customers with alternative service delivery within available resources.
- 3.6 Library customers are able to reach their library by telephone during all open hours.
- 3.7 Library customers are able to access library information from remote locations.
- 3.8 Library customers receive library services free of charge.
- 3.9 The library provides its customers with information about collections of other libraries.
- 3.10 The library provides interlibrary loans to its customers.

3.11 Library customers are able to use materials without restrictions regardless of age and location.

3.12 The library provides access for those unable to use traditional library resources.

SECTION 4. MATERIALS AND COLLECTIONS

4.1 The library has a collection development policy approved by the library board of trustees.

4.2 The library has a collection development plan.

4.3 The library allocates 18% to 20% of its operating budget to purchase library materials and provide access to information services.

4.4 The library's collection reflects the diversity in its community.

4.5 The library has an up-to-date collection, with a minimum of 25% of the materials purchased or acquired within the last five years.

4.6 The library purchases materials in sufficient quantities to meet customer needs.

4.7 The library offers a wide range of information and materials in a variety of formats.

4.8 The library develops and organizes its collection to encourage browsing.

4.9 Library customers receive timely access to helpful materials needed to meet their subject requests.

4.10 Library customers can easily access the specific library materials they want.

4.11 Library customers are able to find the location and availability of materials in the library and its branches and are provided a system of delivery.

4.12 The library has investigated the feasibility of working with other libraries to plan for cooperative collection development.

4.13 Library customers receive materials not immediately available on-site in a timely manner.

4.14 The library maintains an up-to-date reference collection.

4.15 The library makes use of information technology to expand access to information.

SECTION 5. SERVICES

- 5.1 The library uses standard methods for review and evaluation of services offered.**
- 5.2 Library customers receive correct answers to their questions.**
- 5.3 Library customers are able to obtain current information about the community and community organizations and their services or to be referred to appropriate information providers.**
- 5.4 The library adopts new technologies to expand its service capabilities.**
- 5.5 The library provides a broad range of programming to meet community needs.**
- 5.6 The library provides staff adequately trained to provide service all hours the library is open.**
- 5.7 The library provides staff trained in reference and readers advisory services all hours that the library is open.**
- 5.8 The library provides staff trained in children's and young adult services all hours that the library is open.**
- 5.9 The library utilizes technology to provide quality service throughout the system.**

SECTION 6. FACILITIES

- 6.1 Library service is offered in convenient locations easily reached by public or private transportation.**
- 6.2 The library has conducted a space needs study during the last five (5) years as part of a long range planning process.**
- 6.3 Library customers are able to obtain adequate parking either on site or in an adjacent parking facility or area.**
- 6.4 The library facility is easy to identify.**
- 6.5 The library is free of physical barriers and conforms with provisions of the Americans with Disabilities Act (ADA).**
- 6.6 Library service is provided in a facility which is appealing, attractive, safe, and functionally efficient.**
- 6.7 The library has obtained an adequate level of insurance coverage.**

SECTION 7. COOPERATION AND RESOURCE SHARING

- 7.1 The library cooperates with all types of libraries to extend the availability of information to all residents.**
- 7.2 The library works cooperatively with other community agencies to improve service.**
- 7.3 The library catalogs its collection according to nationally established bibliographic standards.**

SECTION 8. COMMUNITY RELATIONS

- 8.1 The library allocates funds for public relations.**
- 8.2 The library has a community relations program to increase community awareness of the library.**
- 8.3 The library actively promotes its mission.**